

Airtimes

A publication of Alaska's Ted Stevens Anchorage International Airport

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The Airtimes is a quarterly newsletter for sharing updates with our partners, neighbors and stakeholders.

Our mission: To provide for the movement of people and goods, and the delivery of state services.

Ongoing Growth & Success at FedEx

Mike Higley describes his post in Anchorage as "the best job he has ever had." That's quite a statement given that Mike has worked with FedEx for over 23 years and in over ten locations, including cities throughout the United States and South America. What makes his position as Managing Director of Alaska Operations so great?

Mike believes it is the combination of a winning team of local employees, incredible growth opportunities presented by the Asian market, progressive facilities provided by the Anchorage Airport - and the chance to live in Alaska.

Currently FedEx employs 1,300 individuals in Alaska, making them the 9th largest employer in the State. The company attracts and retains the employees that Mike describes as "unbelievable" by providing a compensation package that includes competitive wages, dental/medical insurance, and innovative benefits such as the College Tuition Refund Program. This program is a great partnership for FedEx and their employees; it allows the company to hire the part-time help they need, and it provides college students the opportunity to work and go to school at the same time. This kind of focus on employees results in low turnover and a high level of promotion from within - Mike himself began in his early 20s with FedEx and worked his way to the executive management position he holds today.

This employee-focused philosophy is based on a core FedEx standard developed by their company founder. The belief is "People, Service, Profit" - meaning that if FedEx takes care of their people, the employees will take care of their customers, who will then take care of the profit. Judging by the company's success - it's working.

Take for instance the growth FedEx is experiencing here in Alaska. Since Mike came on a year ago, they've already added two flights and hired 40 additional employees. This is largely based on the boom FedEx is experiencing in Asia - which has a major impact on Anchorage operations as 90% of all Asia/North America traffic clears here. This growth has led to plans for FedEx to land the A380 aircraft in Anchorage beginning in Fall 2008. This would make Anchorage one of only two airports (the first is Memphis) with the ability to accept this aircraft. These triple-decker aircraft haul up to 330,000 pounds of cargo, and Anchorage is currently planning to operate two flights a day, to keep up with increased Asia demand.

The other reason for FedEx's local growth is because "the Anchorage Airport just does a great job." FedEx and the Airport share an understanding of commerce, and what each has to offer the other. Mike speaks in near disbelief of having no impact to their operations due to ice or snow, which is critical in a business that tracks to-the-minute arrivals and departures. Mike made a point to say thank you to all the staff at the Ted Stevens Anchorage International Airport. In fact his exact words were, "They are a forward-thinking group. Mort Plumb is the one with the incredible vision, and then the guys in the trucks make it all happen."

Overall, Mike Higley is more than satisfied with this new challenge at FedEx in Anchorage. And of course he also doesn't mind that it gives him the chance to fly fish for steelhead or take his family skiing on a regular basis.



Michael Higley
Managing Director
FedEx Alaska Operations

Director's Corner:

With the upcoming A and B Concourse retrofit, we look forward to further improving Ted Stevens Anchorage International Airport for employees, tenant lease holders, and passengers. During this crucial period of growth at our Airport, I would like to recognize a true pioneer of Alaska aviation history. With determination and a passion for aviation, Carl Brady, Sr. forever shaped the future of aviation in Alaska and the development of Ted Stevens Anchorage International Airport.

In 1940, Carl Brady, Sr. began his flying career in Yakima, Washington. At the start of World War II, he served as an active duty U.S. Army Air Corps flight instructor. After being discharged as a captain in 1946, Carl returned to Washington and formed a crop dusting company. After his original partners left the business in 1948, he changed the company's name to Economy Helicopters. In the same year, he signed a contract with the U.S. Topography Survey to map the northern region of the Chichigof Islands in Southeast Alaska by helicopter. As a result of this project, Carl Brady, Sr. brought the first helicopter to Alaska.

Carl Brady, Sr. is most notably remembered for his company Era Helicopters, which was purchased in 1967 by Rowan, and renamed Era Aviation. Until his retirement in 1984, Mr. Brady served many positions including Era Aviation president and chief executive of Alaska operations, a member of the Rowan executive committee and executive vice president. On August 20, 2005, Carl Brady, Sr. passed away at the age of 85 with his family beside him.

To honor this aviation pioneer, a fully restored Bell 47B helicopter, similar to the one he brought to Alaska in 1948, is on display in the North Terminal of Ted Stevens International Airport. They don't make his kind anymore, and I am not sure they made many before him. Aviation has lost a great person and I have lost a professional and personal friend – but Carl Brady, Sr.'s legacy to aviation and the Ted Stevens Anchorage International Airport lives on.



*Morton V. Plumb Jr.
Airport Director*

A stylized, handwritten signature in dark ink, likely of Morton V. Plumb Jr.

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Airlights

Cut Loose! Free Wireless Service Now Available

Ted Stevens Anchorage International Airport is pleased to offer visitors free wireless Internet service throughout its North and South Terminals, including passenger concourses, ticket lobbies, baggage claim areas and retail halls. Enjoy!

Farewell

Ted Stevens Anchorage International Airport would like to recognize Airfield Foreman Fred Klouda, of the Field Maintenance Division. Fred Klouda retired this month after 20 years of service to the Airport.

In 1971, Fred Klouda began working as a laborer for Ted Stevens Anchorage International Airport. After a season with the Airport, he went on to serve his country as a marine and later returned to Anchorage in 1975. After returning to his position, Fred became a catalyst in cleaning glide slopes and localizers when snow was nearing closure limits, rather than waiting until equipment failed to meet compliance. He helped to ensure aircraft landings went uninterrupted during the winter months. Later in life, Fred became more involved with fish and game policies to help ensure great fishing in Alaska for generations to come. Fred plans to enjoy his retirement by riding his Harley and fishing.

New Relaxation Center

The Right Touch Massage celebrated the opening of The Right Touch Relaxation Center on August 29, 2005. Located in the C Concourse, the center features seven rooms, three of which have zero-gravity reclining chairs. With amenities such as cable and DSL connections, DVD players and computers, the center accommodates the needs of passengers and employees. Single rooms are available for \$10.00 per hour and larger family rooms are available for \$15.00 per hour. The center is an expansion of Right Touch Massage, which is located inside the C Concourse security screening area and next to PenAir on the ground level.

New Cargo Service

Ted Stevens Anchorage International Airport welcomed its newest cargo carrier, Transmile Air Services, on September 12, 2005. Transmile Air Services, a Malaysian all-cargo airline, provides cargo service from Kuala Lumpur to Hong Kong and Los Angeles, via Anchorage. Transmile operates 10 flights per week through Anchorage. To accommodate the holiday shipping season, Transmile has also operated several ad-hoc charters to meet unexpected customer demand. Transmile has formed a cargo transfer alliance with Northwest Airlines. The two carriers are using Northwest's North Airpark facility to transload cargo.

Meet **Scott Bennett:** Airport Police and Fire Officer

Spend any amount of time at Ted Stevens Anchorage International Airport and you are bound to notice the uniformed officers of the Airport Police & Fire Department. With responsibilities ranging from law enforcement and emergency medical response to aircraft rescue and fire-fighting, Airport Police & Fire's 75 officers play a vital role in ensuring the safety of employees, passengers and facilities at the Ted Stevens Anchorage International Airport.

Because of their dual roles as police officers and fire-fighters, the Airport's safety officers must continuously meet advanced training and recertification standards. Working to integrate this process is Officer Scott Bennett, who has served as the department's sole training coordinator over the past three years. Besides supervising new officer training and maintaining her own role as an active Police and Fire Officer, Bennett is responsible for keeping existing officers current on Federal Aviation Administration requirements and any additional changes in the field that necessitate advanced development and instruction.

Although Officer Bennett has been with the Airport Police & Fire Department for more than 18 years, her initial start at Ted



Stevens Anchorage International Airport came as a bit of a surprise. "I decided to apply for several different jobs with the State of Alaska and this one just sort of came up," said Bennett. Officer Bennett spent 15 years as a line officer before being promoted to the Airport Police and Fire Department's training coordinator three years ago.

Officer Bennett originally moved to Alaska at the age of eight, when her father was transferred with the military. After growing up in Anchorage, Officer Bennett attended Oregon State University on a swimming scholarship. Upon graduating from OSU, she returned to her family in Anchorage. Officer Bennett is married to Officer John Bennett, of the Anchorage Police Department, and lives with her two sons Tyler and Cade.

Customer Service Awards

The first annual Ted Stevens Anchorage International Airport Customer Service All-Star Awards were held Thursday, September 15, 2005. The event honored employees of Airport concessions, airlines, and others who demonstrated outstanding service to the traveling public. This year, 15 Airport businesses participated, including all major concessionaires, four airlines, the Transportation Security Administration (TSA), Anchorage Convention and Visitors Bureau, the parking and shuttle bus operator and a rental car company.

Among the prizes awarded were two round trip airfares on Alaska Airlines, PenAir and Frontier Flying Service, a K2 Aviation Mt. McKinley flight seeing trip for two, a Prince William Sound cruise for two with Phillips Cruises, a pair of Alaska Aces hockey tickets, a tandem dive from Alaska Skydiving, guided fishing trips, a one night stay for two at the Courtyard by Marriott, a \$100 savings certificate from Denali Alaskan Federal Credit Union and an Alaska Raft Adventure for two from Denali Park Resort.

The following employees and businesses were recognized for exemplary service at the awards ceremony:

- **Tamala Sexton** – Customer Service Representative, *ConocoPhillips Alaska Inc. Aviation*
- **Stephanie Botts** – Customer Service Supervisor, *Frontier Flying Service*
- **Stacey Johnson** – Customer Service Representative, *Starbucks (HMS Host)*

Since its inception in October 2004, the Customer Service Partnership has awarded 31 sales associates and businesses for outstanding customer service. Mystery shoppers evaluate sales associates on friendliness, product knowledge, customer interaction, accuracy of transactions, and aspects of appearance, which includes neatness of uniforms and name tag visibility.



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What's New at ANC: Field Maintenance Facility & QTF

Ted Stevens Anchorage International Airport's Field Maintenance Facility, or FMF, provides the Airport with up-to-date features that supports future growth at the Airport. This 115,755-square-foot facility will house heavy equipment, snow graders, and other Airport maintenance vehicles. With built-in intercom systems throughout the building and maintenance control centers at each service bay, the FMF will improve efficiency and increase productivity.

Safety and security features are an important aspect of the FMF. The facility includes two data and telecom control rooms, linking the facility to the Airport and emergency response intercoms. Increased ventilation and exhaust systems in work bay areas minimize exposure to hazardous emissions. Located on the airside ensures restricted access to the FMF and decreases the amount of heavy equipment on the roadways.

Other improvements include: five overhead cranes, three vehicle lifts, two light duty lifts, one 99,000-pound lift and 24 ft X 16 ft service doors to accommodate larger vehicles and equipment.

